

**Banking complaints handled by HKMA**

<b>May 2021</b>	<b>Conduct-related issues</b>	<b>General banking services<sup>Note</sup></b>	<b>Total</b>
<b>In progress as at 30 Apr 2021</b>	147	499	<b>646</b>
<b>Received in May 2021</b>	32	226	<b>258</b>
<b>Completed in May 2021</b>	(19)	(195)	<b>(214)</b>
<b>In progress as at 31 May 2021</b>	160	530	<b>690</b>

Note

These are complaints concerning service quality and commercial disputes.